

CABLE AND COMMUNICATIONS ADVISORY COMMITTEE

Meeting Minutes

Date: February 28, 2007

Committee Attendance: James Berard, Jay Boyar, Kernan Chaisson, Trish Evans, Nathan Finkelstein, Grant Moy and Suzanne Weiss.

Cable Office Staff: Andrea Gardner, Donna Keating, and Margie Williams. **Guest/s:** Joshua Bokee (Comcast)

Topic	Discussion	Action
1. Introduction	<ul style="list-style-type: none"> Meeting began at 7:10pm with round table introductions. 	
2. Minutes	<ul style="list-style-type: none"> January 24th minutes reviewed and approved. Agenda reviewed with no changes. 	<ul style="list-style-type: none"> Minutes approved.
3. Joshua Bokee	<p>Joshua introduced himself as the Director of Public Affairs for Comcast and spoke to a relationship with the committee working as the liaison between the CCAC and Comcast. He also responded to some of the questions asked by committee members and promised to return with answers to the questions he was unable to respond to.</p> <p>Questions:</p> <ul style="list-style-type: none"> Trish asked if Comcast is planning any type of awareness to educate the public on the digital phone service that is currently being offered? Kernan asked how Comcast plans to handle the digital phone service in the event of a power outage lasting more than 48 hours and its effects on the 911 service and the battery life. Claude inquired about Comcast response to Close Captioning and voiced concerns that the committee would like to see Comcast commit to ensure Captioning for the large viewing audience who greatly depend on this service in the county. Suzanne asked what Comcast has done to remedy/address the fine they were given for the last two quarters regarding customer service issues. 	<p>Responses:</p> <ul style="list-style-type: none"> Josh will return with a response. Unable to provide a response at this time but will get information relating to this topic for the next meeting. Josh responds that Comcast takes the issue of Close Captioning and will continue with efforts to improve on the current system. Comcast is working to improve on customer service issue by opening new call centers to handle the large volume of calls they receive in addition to an upcoming job fair to recruit more staff.
4. Donna Keating	<ul style="list-style-type: none"> No change in the number of complaints received Acknowledged receipt of the letter to the County Executive. Recommendations/comments for the budget due in early March. 	

<p>5. Donna Keating continued</p>	<ul style="list-style-type: none"> • The mobile production vehicle has arrived. Training for both the Engineering and production staff is scheduled to take place around March 15th. We are hoping to use the vehicle at the Town Hall Meeting in March. <p>Reponses to questions previously posed from the February 28th meeting:</p> <ul style="list-style-type: none"> • Communicated with the county attorney and presented the CCAC's request to contact the FCC addressing the issue of closed captioning. The county attorney does not feel that this issue is the responsibility of county; it is more of a federal issue. • Press releases are issued directly form the Public Information Office. As the Acting Cable Administrator, Donna respectfully asked the committee wait until Jane's return in order to make a decision regarding this topic. • Meeting minutes can be posted on the website. 	<ul style="list-style-type: none"> • Trish asked about a media splash previously mentioned. Donna responded that this would take place at one of the upcoming events possibly in Takoma Park. Suzanne requested that the committee be given the opportunity to tour the van. Donna responded the April meeting could be a good time to schedule a tour for the committee providing the legal issues have been resolved. • Suzanne suggested the County attorney meet with part or all of the committee to answer some questions in addition to putting forth a motion to write a letter to the acting county attorney to find out what authority does the CCAC have as a committee to contact the FCC. Nathan has agreed to write the draft request. • Question a rose if there are any guidelines by which press releases are written. • Jay asked if the percentage of complaints can be posted in the website. Margie responded that this propriety information is confidential and cannot be released. Suzanne asked if it would be okay to tape the meeting minutes since it would supplement to the minutes taken at the meeting. Grant asked if there was a need to retain the tapes from our meeting if the decision is made to tape meetings. Margie will check with the county attorney
<p>6. Suzanne Weiss</p>	<ul style="list-style-type: none"> • Suzanne reviewed the complaint resolution process. MFP analysis is a quarter of the customer service report. • Thanked the committee who recently interviewed candidates for the vacant CCAC positions. 	<ul style="list-style-type: none"> • Motioned to submit the agenda and minutes for posting on line. • Jim stated the list of candidates was impressive and the choice was tough due to a shortage in geographic or gender mix. Most of the candidates were from Rockville or Potomac. Trish viewed the process as a positive experience. Jim announced his resignation effective April 1st 2007.

Suzanne Weiss continued	<ul style="list-style-type: none"> • She also thanked the committee for the barrage of questions they posed to the Comcast representative and for the concerted effort to make recent meetings which ran together. • Upcoming meetings with County Council will take place on March 1st at 2:30pm in the (COB) Council Office Building and meeting with The County Executive in the (EOB) Executive Office Building and the other meeting will take place at 3:00pm. 	<ul style="list-style-type: none"> • Grant suggested thanking the County Executive for his community outreach program. Margie gave an overview of how these meetings take place.
7. Committee Reports	<ul style="list-style-type: none"> • Grant updated the group on the status of the brochure. The title was modified and after review the verbiage appears to be a bit "dogmatic". Statements need to be revised to be certain that consumers have a clear understanding. An updated version will be presented in approximately one month. 	
8. Adjournment	<ul style="list-style-type: none"> • Meeting adjourned at 9:00 p.m. 	<ul style="list-style-type: none"> • Next committee meeting scheduled for Wednesday, March 28th at 7:00 p.m. in the Division of Technology Conference Room #114 (1st Floor).

Submitted by: Andrea Gardner, Office Services Coordinator